



CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
CLIENT ASSISTANCE SPECIALIST	35	A	12.423

Under general direction, develop, direct, and oversee the implementation and evaluation of a statewide network of federally mandated information and client assistance services under the Federal Rehabilitation Act; provide advocacy services for persons with disabilities; assist clients in accessing rehabilitation services and coordinating other available community services; administer the program budget; develop and recommend program policy and procedure; and supervise program support staff.

Conduct intake interviews to document facts and circumstances relative to service delivery and/or eligibility for vocational rehabilitation, supported employment, services to the blind or independent living services; obtain statements of clients' problems or concerns; provide information regarding available benefits under the Federal Rehabilitation Act and the role of the client assistance program; provide information and referral services to individuals who are not eligible for the client assistance program or rehabilitation services.

Determine the merits of clients' concerns; request necessary information from rehabilitation professionals who have denied benefits or are providing services; investigate the details of specific issues of contention; compare proposed service delivery with requirements of State and federal laws, regulations, codes, policies and procedures.

Review and analyze information and prepare a written recommendation summarizing clients' concerns and outlining fair conclusions; schedule conferences with clients, service providers and other parties involved; act as mediator between contending parties to resolve problems or negotiate settlements; seek legal advice and retain legal representation on behalf of clients when necessary; represent clients at administrative hearings.

Manage the program budget; allocate funds to different subcategories based on program needs; prepare reports and information relative to client assistance program activities for agency management and federal agencies; identify procedural or systemic difficulties that impede the provision of mandated rehabilitation services.

Identify and recommend policy and procedure revisions; design, develop and distribute promotional materials to explain program functions and foster public awareness of the client assistance program.

Supervise support staff; assign and review work; develop work performance standards and conduct performance evaluations; initiate disciplinary action as required.

Perform related duties as assigned

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Master's degree in rehabilitation counseling, counseling, assistive technology, social science or closely related field, plus one year of professional level experience providing negotiation, advocacy, counseling and coordination of services to people with disabilities; **OR** a Bachelor's degree in rehabilitation counseling, counseling, assistive technology, social science or closely related field plus two years of experience as described above.

MINIMUM QUALIFICATIONS (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: investigative techniques; medical and psychological terminology; the role of advocacy for people with disabilities and applicable laws and regulations; interview techniques; confidentiality regulations and exchange of information agreements; various data collection systems and practical ways to gather information. **General knowledge of:** services available under the Federal Rehabilitation Act. **Ability to:** analyze problems and formulate logical conclusions and solutions; write concise, logical and grammatically correct narrative reports and business correspondence; read and interpret laws, regulations, medical/psychological reports, and legal documents; speak on a one-to-one basis using appropriate vocabulary and grammar to obtain/provide information and explain regulations, policies and procedures; interact with persons of various backgrounds and disabilities. **Skill in:** negotiating and advocating on behalf of persons with disabilities; counseling and coordinating services for people with disabilities.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: the role of the Client Assistance Program including the rights of applicants and clients; services offered by service delivery agencies funded under the Federal Rehabilitation Act; principles and practices of supervision; services provided by social service and rehabilitation agencies throughout the State including application procedures. **Ability to:** manage a program budget using established policies and procedures; supervise subordinate staff.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

12.423

ESTABLISHED: 6/9/88R
12/9/88PC
REVISED: 7/1/93P
10/23/92PC
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